

From: Chris Santucci/=WDC/Toyota_NY. Sent:5/29/2007 12:57 PM.
To: [-] Michiteru Kato/=HINPO/TMC0@TMC0@TMCE@TOYOTA.
Cc: [-] George Morino/=TMS/Toyota@TOYOTA;Kirk Forsht/=TMS/Toyota@TOYOTA;Christopher Tinto/=WDC/Toyota_NY@Toyota_NY;Kevin Ro/=WDC/Toyota_NY@Toyota_NY.
Bcc: [-]
Subject: Re: ES350 Customer Complaints and Warranty Claims.

Mitch,

Here is a draft of our assessment. First draft. Comments appreciated.

Regards,

Chris Santucci - Assistant Manager
Technical and Regulatory Affairs
Toyota Motor North America, Inc.
Ofc (202) 463-6856 Cell (202) 651-1581 Fax (202) 463-8513
email: Chris_Santucci@tma.toyota.com

Note: We cannot receive attachment extensions listed below.
.exe, .com, .pif, .scr, .cmd, .bat, .vbs, .lnk, .htm, .html, .shs, or .zip

Michiteru Kato/HINPO/TMC0@TMC0
05/28/2007 07:05 AM
To Chris Santucci/WDC/Toyota_NY@TOYOTA_NY
cc George Morino/TMS/Toyota@TOYOTA, Kirk Forsht/TMS/Toyota@TOYOTA
Subject ES350 Customer Complaints and Warranty Claims

Chris,

Attached is the list of the customer complaints and warranty claims that we are going to submit to NHTSA in our response to PE IR regarding ES350 all weather floor mat.

Please take a look at them and if you have any question/concern, let me know. And please see if we can make some arguments based on the customer complaints.

Thanks,

Mitch

[attachment "Consumer Complaint.xls" deleted by Chris Santucci/WDC/Toyota_NY] [attachment "warranty.xls" deleted by Chris Santucci/WDC/Toyota_NY]